

Legal Literacy Club Organized Sensitization Program on Consumer Rights and Protection at The ICFAI University, Sikkim-2024

Date: 18th December 2024



As part of its commitment to fostering legal awareness among students and faculty, the Legal Literacy Club of The ICFAI University Sikkim organized a sensitization program on the crucial topic of **Consumer Rights and Protection**. The session aimed to enhance participants' understanding of consumer advocacy, rights, and the legal mechanisms available for protecting consumers.

The session featured a distinguished address by **Advocate. Sajal Sharma**, who shared his insights on the subject. The program was well-attended by students and faculty members alike. The session was inaugurated by a welcome speech delivered by Pramath Chettri, a 9th-semester BBA LLB student. He warmly welcomed the resource person, faculty members, and students, setting the tone for an informative and interactive session. Dr. Khina Maya Rimal, Dean Academic honoured Advocate Sajal Sharma with a traditional Khada and Memento, symbolizing respect and gratitude for his contribution to the field of legal awareness.

The address by Advocate Sajal Sharma was the highlight of the session, focusing on several crucial aspects of consumer rights and protection. Adv. Sharma highlighted the importance of these rights in safeguarding consumers from exploitation and poor-quality products or services. Adv. Sharma explained the significance of the Consumer Protection Act and other legal provisions that ensure the protection of consumer interests. He discussed how consumers can approach legal forums to seek redress and how these laws are continuously evolving to meet the challenges posed by modern commerce, including e-commerce. The session provided practical guidance on how consumers can address grievances related to defective goods, deficient services, and unfair trade practices. He outlined the process of filing complaints with consumer forums and highlighted the various platforms available for lodging complaints in both physical and digital markets. Advocate Sharma also addressed recent amendments to consumer protection laws, particularly concerning e-commerce, online transactions, and the rising importance of digital consumer protection. He underscored how these legal updates are crucial in addressing new challenges faced by modern consumers.

Following the presentation, a brief Q&A session was held, where students and faculty members actively engaged with Adv. Sajal Sharma. Adv. Sharma responded with practical advice, sharing valuable insights on how consumers can safeguard their interests and take appropriate legal actions when necessary. The session concluded with a vote of thanks delivered by Drishti Thapa, a 1st-semester BA LLB student. She expressed sincere gratitude

to the resource person for his insightful presentation, as well as to the faculty members, Heads of Departments (HODs), and all participants for their valuable contributions.

The session was a resounding success, with participants leaving with a deeper understanding of their rights as consumers and the various ways in which they can protect those rights. The program proved to be an important step in fostering legal awareness and equipping students and faculty with the knowledge needed to navigate consumer-related issues effectively.

It was an honour for ICFAI University Sikkim to host such an esteemed resource person, Adv. Sajal Sharma, whose expertise enriched the session and contributed to the overall success of the program. The Legal Literacy Club's initiative successfully raised awareness about consumer rights and protection, marking it as a significant event in the University's ongoing efforts to promote legal literacy. The session's impact was evident in the active participation and the positive feedback received, encouraging further sensitization efforts on legal matters among the University community.